

ABSTRACT

1 A system, including a method for prioritizing on hold calls
2 connected to an automated telephone system is disclosed. The
3 system and method utilizes customer information retrieved from a
4 customer database as call prioritizing information for each
5 connected call. The method begins by connecting a plurality of
6 calls to the automated telephone system. Caller identifying
7 information is obtained from each connected call and each
8 connected call is placed on hold. Then, a customer database is
9 searched and a customer database record is identified
10 corresponding the obtained caller identifying information for each
11 connected call. A call record for each connected call is created
12 and inserted into the hold queue. Each call record includes the
13 caller identifying information and call prioritizing information
14 corresponding to the connected call. The connected calls are then
15 directed to available agents based on the call prioritizing
16 information stored in each call record in the hold queue.